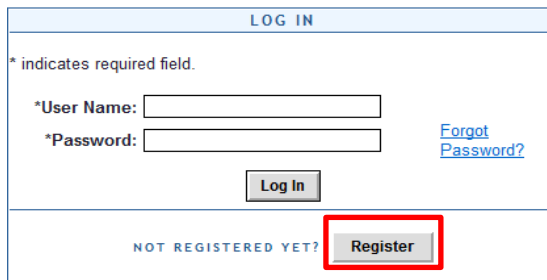# HOW TO REGISTER IN THE NATIONAL PARK SERVICE TRANSERVE ONLINE APPLICATION
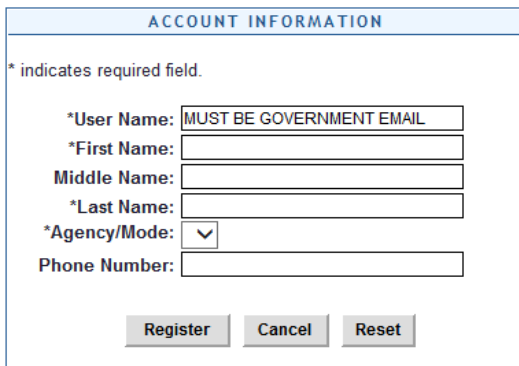
PARTICIPANTS AND SUPERVISORS

YOU WILL ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

1. Log on to : TRANServe Transit Benefit Application Website: https://transitapp.ost.dot.gov

2. Complete the below Registration Form

To complete the account information

- User Name is your government email address.
- Once you enter your User Name your agency will appear in the Agency/Mode automatically.
- When entering your Name information, please do not include any spaces, the system will recognize this as a character and will cause an issue later.
- Please include middle initial if you have a middle name.
- Enter work phone number
- Click "Register"
- Please Note: A temporary password will be emailed to within 10 minutes.

Confirmation

Thank you.

You have successfully registered. Your Login Password has been sent to your Government email address.

OK

3. Return to log in page (screen shot 1 at the top of the page), using your emailed temporary password, log in and you will be prompted to change your password.
   - If coping and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character.

4. Please read the instructions before creating your password:

CHANGE PASSWORD

* indicates required field.

*Current Password: [   ] Show Hint

*Create New Password: [   ]

*Reenter New Password: [   ]

*Create a Hint: [   ]

A hint is a meaningful personal association to help you remember your password.

Password must be at least 12 characters long

No password character may be repeated more than 1 time(s) in sequence

Password must contain characters from at least 4 of the following categories.
- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, $, %)

Password will expire 60 days after being set

Passwords cannot be reused within the last 24 changes.

Submit   Cancel

Congratulations, you are now ready to log in and complete your application!

Confirmation

Your Password has been successfully changed. Select "**Continue**" to return to the Login page and use your Username and new Password to login to the system.

[Continue]

Supervisors only: After registration is complete, please send an email to Bureau Administrator Kayla Tucker (kayla_tucker@nps.gov) to have your account edited to add a supervisory role.

Participants, if you are getting errors when attempting to select a supervisor during your application process but you know your supervisor has completed registration, please check with Kayla Tucker ensure the supervisory role has been added.

Maintenance: Use the "Forgot Password" link at the log-in screen to reset your password. Please do not contact DOT or your transit coordinator for this function – it can be performed only by the user, as it generates an email to your account.